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**A131. OBSOLETE SERVICE OFFERINGS - MULTI-LOCATION BUSINESS SERVICE  
(MLBS)**

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## A131. OBSOLETE SERVICE OFFERINGS - MULTI-LOCATION BUSINESS SERVICE (MLBS)

### A131.1 Reserved for Future Use

### A131.2 Area Communication Service (ACS)

(Obsoluted 10-08-95, Type 4) Service rates and charges in this section are available for inward activity of existing Area Communication Service subscribers in conjunction with ESSX service or Digital ESSX service and only as specified in the obsolescence rules stated in A112.26 and A112.28. Not available for new service or entire moves of existing service to new locations. (T)

#### A131.2.1 General

**A. Service Description**

1. Area Communication Service (ACS) is an arrangement that provides calling, with abbreviated dialing, among multiple ESSX service systems for a single customer. ACS allows users in one ESSX service system to dial four or five digits to reach users in the other destinations included in the ACS arrangement. The calls can be local or toll. The customer may subscribe to ESSX service at the other locations, but it is not required.
2. The only function ACS offers to ESSX service customers is abbreviated dialing to the other selected locations.

#### A131.2.2 Terms and Conditions (T)

**A. Service Specifications**

1. ACS will allow four or five digit dialing on a system basis to the customer's distant number range. ACS will prefix any Access Code (if required), Home (HNPA) or Foreign Numbering Plan Area (FNPA) (if required), and NXX dialed by the customer before routing to the distant location.
2. For each ACS destination, customers must specify the number of other destinations to be called via ACS and the quantity of voice paths (terminations required) to each of those other destinations.
3. The four or five digit abbreviated dialing ranges cannot be duplicated at any other ACS location or destination.
4. ESSX service customer groups (Digital) or common blocks (Analog) are required at each serving central office at which ACS is provided.
5. ACS will be offered only where facilities permit.
6. IntraLATA toll calls will be charged MTS rates. InterLATA toll calls will be routed to the IC to which the customer has presubscribed.

#### A131.2.3 Definitions

**A. Features**

Abbreviated dialing is the only feature offered by ACS.

#### A131.2.4 Rates and Charges

**A. General**

ACS rates and charges are in addition to those incurred for normal service order activity.

**B. Features**

1. Service Establishment

	Nonrecurring Charge	Month To Month	36 Months	60 Months	84 Months	USOC
(a) Per ESSX service system	\$205.00	\$36.00	\$34.00	\$31.00	\$29.00	DXHIS
(b) Per destination	-	2.50	2.25	2.00	1.75	SESMC
(c) Each termination <sup>1</sup>	28.00	20.00	18.00	16.50	15.50	AHY

**Note 1:** NAR charges also apply. For NAR rates and charges see Section A3. (T)

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## A137. BILLING AND COLLECTIONS SERVICES

### A137.1 Bill Processing Service

(Obsoleted April 30, 2009, Type 4 – Not available for new installations.)

#### A137.1.1 General

- A. This Section covers the provision of Bill Processing Service to enhanced and information service providers (customers). Bill Processing Service allows a customer or its agent to send rated charges to the Company to be printed on the end user's telephone bill. In order for the Company to bill for these services, the end user must be a subscriber of the Company who receives a monthly telephone bill. Enhanced and/or information services are defined as those services which are offered over the Company's common carrier facilities and which employ computer processing applications that: act on the format, content, code, protocol, or similar aspects of the end user's transmitted information; provide the end user additional, different, or restructured information; or involve end user interaction with stored information. Enhanced and/or information service providers include those customers who provide on-line: transaction processing, alarm monitoring and telemetry, telemessaging/answering services, voice messaging, electronic messaging, database services, videotex services, audiotex services, electronic data interchange, data processing services, video services, database management services, network management services and facilities management services and any set or subset of these or similar services. Services offered using 900 numbers, or 700 numbers used in a 900-like manner, will not be billed under the terms of this *Guidebook*. (T)
- B. The Company will provide Bill Processing Service pursuant to this Section in its operating territory. Billing will be provided only for rated service charges. The customer or its agent will provide rated service charges, properly formatted and ready to be printed, to the Company for inclusion on the end user's bill. These charges will appear on a page separate from any page showing Company charges and from any page showing certified carrier charges. Charges for more than one customer may appear on this separate page. The end user will remit payment for these charges to the Company. The Company will remit payment to the customer each month based upon the total revenue billed to end users less the Company's charges, any uncollectibles, and any adjustments.
- C. Programming which involves live group interaction, such as "GAB" lines, "chat" lines or similar type programs where the primary purpose is for callers to interact with one another, will not be billed under the terms of this *Guidebook*. (T)
- D. Automated calls will not be billed if such calls have not been affirmatively accepted by the billed party (e.g., affirmative acceptance is not present when a call is automatically billed to called party if called party does not disconnect within a given time period). Automated calls must comply with the provisions of the Telephone Consumer Protection Act of 1991, all federal regulations promulgated thereunder and all applicable state statutes and tariffs/*guidebooks*. (T)
- E. Autodialers which deliver a recorded message to the end user must release the connection as promptly as possible following disconnection by the end user.

#### A137.1.2 Undertaking of the Company

- A. When Bill Processing Service is ordered by a customer, the Company will establish an account for the customer and render bills to the end users in the Company's territory to whom the Company normally provides a monthly telephone bill. Bill Processing Service will be provided at the rates and charges as set forth in A137.1.6.
- B. The Company will bill all rated service charges provided by the customer or its agent. Toll messages will not be billed under this Section. The bill format will be determined by the Company.
- C. When the customer or its agent supplies properly formatted input records, the Company will process those input records in the Company's next billing cycle. The Company will furnish the customer the precise details of the billing format. If, in the course of Company business, it is necessary to change the format, the Company will attempt to notify customers affected by this change six months prior to the change.

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## A137. BILLING AND COLLECTION SERVICES

### A137.1 Bill Processing Service (Cont'd)

#### A137.1.4 Obligations of the Customer (Cont'd)

- D. The customer is responsible for collecting from the end user any deposit amount required for the services provided by the customer.
- E. The customer must provide the end user with written notification that future charges from the customer will be included on the end user's bill for Local Exchange Service.
- F. The customer will not use the Bill Processing Service as a means of placing any informational messages onto the bill page.
- G. Bill Processing Service shall not be used for any communication which is prohibited by law, or which is unlawful, contains matter which implicitly or explicitly invites, describes, stimulates, excites, arouses, or otherwise refers to sexual conduct, or which contains sexual innuendo which may arouse or attempt to arouse sexual desire. This service is not to be used or administered in conjunction with misleading, exploitative or similarly abusive business practices. The customer shall respond promptly to any and all complaints lodged with any *governing* authority against any of its enhanced and/or information services for which the Company provides billing services. If requested by the Company, the customer shall assist the Company in responding to complaints made to the Company concerning any enhanced and/or information service of the customer. (T)
- H. The Company will actively support industry efforts aimed at providing end users with advance information to enable end users to judge the suitability or unsuitability of pay-per-call enhanced and/or information services before choosing to access those services. It is the responsibility of the end user to decide the suitability of the enhanced and/or information service before accessing the service. The Company will not become involved in disputes between an end user and a customer. The customer providing pay-per-call enhanced and/or information services must include a clearly understandable and audible preamble statement at the beginning of each pay-per-call enhanced and/or information service that includes the following information: a generic description of the information or service that the end user will receive if the call is completed (i.e., "sports scores," "stock quotes," etc.), the name of the provider of the enhanced and/or information service, and a statement regarding the charge to the end user as follows: "This call will cost you \$\_\_\_\_. If you do not wish to incur this charge, hang up now." (This preamble is hereinafter referred to as the "Cost Disclosure Message"). The Cost Disclosure Message must be followed by a silent period of six (6) seconds within which the end user can hang up without being charged for the call, unless additional action (i.e., pressing additional keys or depositing coins) is required by the end user to acknowledge that the end user is willing to pay for the call.

## A139. ABBREVIATED DIALING

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## A139. OBSOLETE SERVICE OFFERING - ABBREVIATED DIALING

### A139.1 Three-Digit Dialing Service (N11)

(Obsoleted July 1, 2002, Type 4) Service and rates in this section are available for existing customers at existing locations only. Not available for new service, additions to existing service or moves of existing service to new locations.

#### A139.1.1 General

- A. Three-Digit Dialing Service (hereafter N11 Service) is a three-digit local dialing arrangement, available in specified areas, with BellSouth Telecommunications, Inc. recording and rating of the call, for delivery of general information via voice grade facilities.
- B. The N11 subscriber may apply a charge to his end users, within the N11 subscriber's local calling area, for services delivered in response to calls to an N11 number. The Company will record and rate these calls on behalf of the Company's N11 subscriber only.
- C. For purposes of handling (recording) of end user calls to an N11 provider, the Company will provide call detail for rating of N11 calls by the Competitive Local Exchange Carrier (CLEC) as defined in the Resale Agreement.
- D. The Local Calling Area of the N11 Service subscriber will be the basic Local Calling Area defined in A3.6, as facilities permit. (T)

N11 Service will be made available in the following Basic Local Calling Areas:

	<b>Basic Local Calling Areas</b>
Tier 1	Atlanta, Adairsville, Bremen, Concord
Tier 2	Albany, Athens, Augusta, Columbus, Macon, Savannah
Tier 3	Valdosta
Tier 4	Americus, Bainbridge, Baxley, Cordele, Cumming, Dublin, Elberton, Fort Valley, Madison, Sardis, Thomasville, Tifton, Warrenton

- E. N11 Service will be assigned for commercial use in each local calling area, only in those instances where the code has not been requested by an entity as defined by the Federal Communications Commission in CC Docket 92-105 for specific uses. The specific uses are as follows:
  - 211 - access to community information and referral services
  - 311 - access to non-emergency police and other governmental agencies
  - 411 - directory assistance
  - 511 - access to travel information services
  - 611 and 811 - access to service repair and business office uses of all providers of telephone exchange service
  - 711 - access code to Telephone Relay Services (TRS)

With these assignments, non-commercial use of 211, 511 and 711 will be provided as specified in Section A13. In addition, guidelines for reassignment of N11 codes are defined in A139.1.2.D. following. (T)
- F. Only one N11 number will be assigned to an N11 subscriber or its affiliates, per local calling area.
- G. An "affiliate" (as used in A139.1) of an N11 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the N11 subscriber. The term "control" (including the terms "controlling", "controlled by", and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.
- H. If the Company provides billing on behalf of the subscriber, the *terms and conditions* for Billing and Collection Services as defined in Section A37., as well as the *terms and conditions* as defined in this Section will apply. (T)
  - 1. Billing and Collection Services as defined in Section A37., will only apply to N11 service where the N11 provider is a Company subscriber. (T)
  - 2. The Company will provide billing on behalf of the N11 subscriber, only when the end user is a *Company* local exchange customer. (T)
- I. N11 Service is available in *Company* Territory only. To provide access to an N11 number to end users in an independent company territory or to a CLEC's end user within the local calling area, the N11 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory. (T)
- J. N11 Service can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).
- K. This service is furnished subject to the availability of N11 numbers.
- L. Limitations and use of service as stated in Section A2. apply. (T)

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## A139. OBSOLETE SERVICE OFFERING - ABBREVIATED DIALING

### A139.1 Three-Digit Dialing Service (N11) (Cont'd)

#### A139.1.1 General (Cont'd)

- M.** Calls to a disconnected N11 number will be routed to intercept over the announcement facilities for a maximum of 60 days, when the N11 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.
- N.** Directory Listings may be provided for N11 Service at rates, *terms and conditions* as specified in Section A6. The phrase "Charges May Apply" will be included in the N11 Service listing at no additional charge. (T)
- O.** Access to N11 Service is not available to the following classes of service:
- Payphone Service Provider Telephones (PSPs)
  - Hotel/Motel/Hospital Service
  - 1+
  - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
  - Inmate Service
  - 101XXXX
  - Four-party Stations
  - Cellular - Type 2A
- Operator assisted calls to an N11 subscriber will not be completed.
- P.** N11 Service will not provide calling number information in real time to the N11 subscriber. If the N11 subscriber needs this type of information, the N11 subscriber must subscribe to a compatible Calling Number Identification service in Section A13., as available. (T)
- Q.** The N11 subscriber is restricted from selling or transferring the N11 number to an unaffiliated entity, either directly or indirectly.
- R.** If an N11 subscriber becomes an affiliate of or is acquired by another N11 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one N11 number within 6 months of the merger or acquisition.
- S.** If local calling areas are merged, and an N11 number exists in both areas, the N11 subscriber who established the N11 Service first in time will be entitled to retain the N11 Service in the merged local calling area.
- T.** The N11 subscriber is prohibited from providing programming which involves live group interaction, such as "GAB" lines, "chat" lines, or similar type programs where the primary purpose is for callers to interact with one another.



## A139. OBSOLETE SERVICE OFFERING - ABBREVIATED DIALING

### A139.1 Three-Digit Dialing Service (N11) (Cont'd)

#### A139.1.2 Service Requirements and Conditions

- A. All requests for N11 Service must be submitted in writing to the Georgia Public Service Commission. The Commission will allocate N11 Service numbers in the specified Basic Local Calling Areas.
- B. Within 30 calendar days of the number assignment, the N11 subscriber must initiate a service request order, which will determine the subscriber's provisioning date. The Company will provision the subscriber's request within a reasonable time, given the complexity of the order. The N11 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If, during or at the end of this 90-day period, the N11 subscriber has failed to establish service or decides to discontinue service establishment, the N11 number will be recalled and the number will be considered available for reassignment as specified in A. preceding. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived.

- C. The N11 subscriber must (1) obtain a new 7 or 10-digit number, (2) designate an existing non-published 7 or 10-digit number, or (3) change an existing published 7 or 10-digit number to a non-published number, which will be established as the lead number in the hunt group, ACD, etc., of the subscriber. This 7 or 10-digit number must be non-published. When the N11 Service is disconnected or discontinued, the N11 subscriber must surrender this 7 or 10-digit number as part of the N11 Service. This 7 or 10-digit number can be either disconnected or a new 7 or 10-digit number can be assigned. Appropriate rates from Sections A3. and A4. will apply. (T)
- D. The Federal Communications Commission (FCC) has ordered that certain N11 numbers be assigned for national purposes and certain uses. As requests are submitted by qualifying entities for N11 numbers assigned for national use, the Company will update the *Guidebook* accordingly and inconsistent commercial use of such numbers shall be discontinued according to the following provisions. (T)

The N11 subscriber must, prior to provisioning of the service, sign a written acknowledgement of this condition and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 97-51 issued by the FCC in CC Docket 92-105 regarding the use and return of such N11 codes. The Company will work with all N11 subscribers affected by such recall to transfer their service arrangements to a seven-digit dialing arrangement within the 6-month notice period. No additional intercept routing will be provided beyond the end of the 6 month notice period. The number will be available for immediate reassignment. The N11 subscriber will be required to migrate to a standard access arrangement. The N11 subscriber will be charged the appropriate *guidebook* rates for the establishment of the new access arrangement. (T)

- E. The N11 Service is provided where facilities permit.
- F. N11 subscribers should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach information services provided by dialing an N11 number. Charges for calls to the N11 number made from cellular end users will be billed to the cellular company. This may require the N11 subscriber to enter into a contractual agreement with the cellular company to provide 3-digit access service and the billing associated with the service.
- G. N11 subscribers should work separately with competitive local exchange companies to ascertain their end user customer will be able to reach information service provided by dialing an N11 number. The CLEC company will bill charges for calls to the N11 number made from CLEC end users. This may require the N11 subscriber to enter into a contractual agreement with the CLEC company to provide 3-digit access service and the billing associated with the service.
- H. N11 Service will be provided under the following conditions.
  1. For network sizing and protection, each N11 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to an N11 number.
  2. The Company report of the number of local calls completed to each N11 number will serve as the sole document upon which remittance will be made. In the event the Company's charges for calls exceed the revenue from billed calls, the subscriber will be liable for payment of the difference to the Company. Nonpayment of the N11 call billing by the end user shall not be cause for denial or termination of the end user's exchange telephone service.

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## A139. OBSOLETE SERVICE OFFERING - ABBREVIATED DIALING

### A139.1 Three-Digit Dialing Service (N11) (Cont'd)

#### A139.1.2 Service Requirements and Conditions (Cont'd)

- H. N11 Service will be provided under the following conditions. (Cont'd)
3. The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
  4. The N11 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the Service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
  5. Suspension of Service as covered in Section A2. is not applicable for this service. (T)
  6. When N11 Service is disconnected all remittance money due to the N11 subscriber may be credited or applied to the final bill issued for the recurring charges associated with this *Guidebook*. (T)
  7. If an N11 subscriber discontinues subscription to N11 Service, the N11 number will be disconnected and reassigned according to the conditions defined in A. preceding. Upon the termination of N11 Service, the N11 number will be available for immediate reassignment.
  8. Unless otherwise specifically provided in this *Guidebook*, the Company shall be authorized to disconnect any *guidebook* service provided to the N11 subscriber utilized, directly or indirectly, with the N11 Service which fails to comply with *terms* and conditions set forth herein, upon five (5) days notice to the subscriber. Disconnection may be suspended at the discretion of the Company if it receives written certification that the N11 subscriber is in compliance with *terms* and conditions of the *guidebooks*. Continual noncompliance shall be cause for disconnection without notice at the discretion of the Company. (T)
  9. The N11 subscriber is responsible for informing potential end users that a call to the N11 number will be at the charge the subscriber establishes and if applicable, will be billed by the Company for calls from within the N11 subscriber's local calling area. The N11 subscriber must notify the Company in writing at least 30 days in advance if the call charge is to be increased or decreased. Such charge shall begin on the date requested by the N11 subscriber. As a result, the N11 end user bills may show calls to the N11 number at different rates during the same billing period.
  10. If the Company provides billing for N11 Service, billing entries to appear on the end user's bill must be specified by the N11 subscriber, as provided in the amended Section A37. A telephone number must also be provided for printing on the bill for end user inquiry purposes. (T)
  11. The Company will rate the calls from end users of the N11 subscriber one charge per call to the N11 number.
  12. The N11 subscriber shall subscribe to adequate exchange facilities to transport the calls to the N11 subscriber's premises.
  13. The Company will not be responsible for recording and rating those calls that by-pass the N11 routing.
  14. The N11 subscriber shall provide appropriate answer supervision for a minimum two-second duration for all calls completed to the N11 subscriber to ensure proper recording and rating for the service.

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## A139. OBSOLETE SERVICE OFFERING - ABBREVIATED DIALING

### A139.1 Three-Digit Dialing Service (N11) (Cont'd)

#### A139.1.2 Service Requirements and Conditions (Cont'd)

- H.** N11 Service will be provided under the following conditions. (Cont'd)
15. When end users are charged for services delivered in response to calls to an N11 number, the N11 subscriber shall include a clearly understandable and audible preamble statement at the beginning of each call to the N11 number that includes the following information: a generic description of the information or service that the end user will receive if the call is completed (i.e., "sports scores," "stock quotes," etc.), the name of the provider of the information service, and a statement regarding the charge to the end user as follows: "This call will cost you \$\_\_. If you do not wish to incur this charge, hang up now." This statement must be followed by a silent period of six (6) seconds within which the end user can hang up without being charged for the call, unless additional positive action (i.e., pressing additional keys) is required by the end user to acknowledge that the end user is willing to pay for the call.
  16. Price changes to existing service must be submitted in writing to a Company designated representative at least thirty (30) days prior to the effective date of the price change.
  17. The N11 subscriber will charge callers to the N11 number a rate that does not exceed a maximum of \$5.00 per call.
  18. The N11 subscriber shall respond promptly to any and all complaints lodged with any *governing* authority against any service provided via the N11 number. If requested by the Company, the N11 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service. (T)
  19. Any N11 Service aimed at or likely to be of interest to children under the age of eighteen shall be preceded with a statement of the charge for such calls and the phrase "Children, you should ask your parents for permission before calling. Hang up now if you have not asked your parents for permission before calling this number."
  20. A written notice will be sent to any N11 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.
- I.** If a pre-recorded announcement is provided by the N11 subscriber, the following conditions apply.
1. The N11 Service subscriber will provide announcements. The Company will provide only the delivery of the call.
  2. N11 Subscriber sponsorship of any particular announcement of recorded program service shall not preclude another N11 subscriber from sponsoring the same or similar announcement or recorded program service.

## A139. OBSOLETE SERVICE OFFERING - ABBREVIATED DIALING

### A139.1 Three-Digit Dialing Service (N11) (Cont'd)

#### A139.1.2 Service Requirements and Conditions (Cont'd)

- I. If a pre-recorded announcement is provided by the N11 subscriber, the following conditions apply. (Cont'd)
  - 3. The provision of access to the N11 Network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
  - 4. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - 5. The N11 subscriber assumes, according to other specific rates and charges under *guidebook*, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises. (T)
- J. The Company will take all legal and practical steps to disassociate itself from N11 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that generates unacceptable levels of complaints by end users.
- K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this *Guidebook*. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber. (T)
- L. If the N11 Service subscriber also subscribes to the Company's Billing and Collection service, the subscriber may choose itemized billing or aggregate billing to the end user. Itemized billing will print on the end user's bill a separate line identifying each call made to the N11 Service number. Aggregate billing will print on the end user's bill one line to indicate the total number of calls made to the N11 Service number and the total amount of the charges for those calls.
- M. The N11 Service subscriber must be located within the principle exchange of the Basic Local Calling Area in which he subscribes to N11 Service.

#### A139.1.3 Obligations of the Competitive Local Exchange Carrier

- A. In those instances where a CLEC assumes responsibility for an N11 subscriber, all terms and conditions defined in this *Guidebook* and in their Resale Agreement will apply with the exceptions of: (T)
  - 1. Billing on behalf of the N11 subscriber is the responsibility of the CLEC. Billing and Collections as defined in A37., will not apply to N11 services where the N11 provider is a CLECs subscriber. (T)
  - 2. When the N11 Service is disconnected or discontinued, the N11 Provider must surrender the 7 or 10-digit number as defined in A139.1.2.C preceding.
- B. In those instances where a CLEC provides N11 service to its end user within the local calling area, terms and conditions for N11 service are as defined in the appropriate Interconnection Agreement.
  - 1. For purposes of providing a CLEC end user access to an N11 provider within the local calling area, appropriate arrangements must be made by the CLEC with the N11 provider serving the local calling area.
  - 2. A CLEC may negotiate the provision of directory listings as defined in their Interconnection Agreement.

#### A139.1.4 Advertisement Terms for N11 Service (T)

- A. All advertising inviting the use of or in any way relating to N11 Service shall conform to and comply with the requirements and conditions contained herein as well as all other applicable *guidebook* provisions, rules, ordinances, laws and statutes. (T)
- B. The advertising for N11 Service shall comply with the following *terms*. (T)
  - 1. Advertising may be distributed in any form that the subscriber chooses, provided it complies with and conforms to the specifications contained herein.
  - 2. No advertising shall be permitted which, in form or substance, does not allow for an audit trail which is verifiable independent of the subscriber for review and confirmation, at any given moment, of compliance with the procedures and specifications set out herein, as well as in other applicable *guidebook* provisions. (T)

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## A139. OBSOLETE SERVICE OFFERING - ABBREVIATED DIALING

### A139.1 Three-Digit Dialing Service (N11) (Cont'd)

#### A139.1.4 Advertisement *Terms* for N11 Service (Cont'd)

- (T)
- C. Each advertisement shall inform potential callers of the name of the person responsible for the advertisement, the charge for N11 calls, and if billing is provided by the Company, that the charge will appear on the telephone bill from which the call is placed. This information shall be displayed with such clarity and prominence to permit it to be noticed and understood by prospective callers and in any event, the per call charge shall be printed in type of the same size as that of the N11 number being advertised. In order to ensure that callers will have an adequate opportunity to notice and understand the foregoing information, advertisements inviting the use of or in any way relating to N11 Service will, at a minimum, be conducted in compliance with the following media-specific specifications.
1. Print Media - Notice of the charge for each N11 call and, when applicable, the fact of inclusion of this charge on the telephone bill, and the telephone number of the person responsible for the advertisement shall appear on the face of any printed material, in **BOLD** type (if **BOLD** type is permitted by the advertising medium: if **BOLD** type is not permitted, the same type as used in the remainder of the advertisement shall be used) of a size no smaller than the largest type contained elsewhere in the advertisement.
  2. Audio or Verbal Media - Notice of the charge for each N11 call and, when applicable, the fact of the inclusion of the charge on the telephone bill shall be stated once during audio or verbal advertisements. This portion of the advertisement shall be broadcast at the same audio level with the same diction and pace as the remaining portions of the ad.
  3. Audio/Visual - Notice of the charge for each N11 call and, when applicable, the fact of inclusion of these charges on the telephone bill, and the person responsible for the advertisement shall be both displayed/broadcast during any audio/visual advertisement. When displayed, this information shall be shown for a duration of at least five seconds and in type of the same size as that of the number being advertised. In all other respects, the advertisement shall conform to the specifications for print advertisements and audio or verbal advertisement set out in 1. and 2. preceding.
- D. In addition to complying with the procedures stated preceding and all other specifications relating to the advertisement of the charge and bill consequences associated with N11 Service, each N11 subscriber shall comply with the following:
1. The N11 subscriber shall exclude from any advertisement any matter the dissemination of which is prohibited by law. No advertisement shall be used which, because of words, phrases, statements or illustrations therein or information omitted therefrom, has the capacity or tendency to mislead or deceive prospective callers as to the cost, extent, quality, caller's qualification or nature of any information or service to be received from an N11 call. The N11 subscriber shall respond promptly to any and all complaints lodged with any *governing* authority regarding advertisement for N11 Service. If requested by the Company, the N11 subscriber shall assist the Company in responding to complaints to the Company concerning advertisements for N11 Service. (T)

#### A139.1.5 N11 Service Monthly Report

- A. The N11 Service Monthly Report is a monthly record of terminating traffic to the N11 subscriber per local calling area. The information in this report will include the calling telephone number, date, time of day, and call duration of each call received.
- B. The N11 Service Monthly Report will be provided via paper copy or on diskette, where available, to the N11 subscriber.
- C. The N11 Service Monthly Report will be offered where facilities permit and where the Company's message billing process has been arranged to provide this optional feature.
- D. The N11 Service Monthly Report is not represented to be a provision of billing detail.
- E. Telephone numbers listed in the N11 Service Monthly Report are intended solely for the use of the N11 subscriber. Resale of this information is prohibited by this *Guidebook*. (T)
- F. The N11 Service Monthly Report will only apply to N11 services where the N11 provider is a Company subscriber.

#### A139.1.6 N11 Service Billing Information

- A. N11 Service Billing Information is offered for N11 subscribers that provide billing for the N11 Service. This billing information is a monthly record of terminating traffic to the N11 subscriber per local calling area. The information will include the calling telephone number, date, time of day, call duration of each call received, and the rate to be charged for the call.
- B. The N11 Service Billing Information will be provided via magnetic tape to the N11 subscriber.
- C. The N11 Service Billing Information will be offered where facilities permit and where the Company's message billing process has been arranged to provide this feature.
- D. The N11 Service Billing Information is not represented to be a provision of billing detail.
- E. Telephone numbers listed in the N11 Service Billing Information are intended solely for the use of the N11 subscriber. Resale of this information is prohibited by this *Guidebook*. (T)
- F. N11 Service Billing Information will only apply to N11 services where the N11 provider is a Company subscriber.

**A139. OBSOLETE SERVICE OFFERING - ABBREVIATED DIALING**

**A139.1 Three-Digit Dialing Service (N11) (Cont'd)**

**A139.1.7 Rates and Charges**

**A.** Application of Rates

1. Nonrecurring charges shall apply for each N11 number per local calling area.
2. If the Company provides billing, charges for using the Billing and Collection Services as stated in the amended Section A37. will apply. (T)
3. N11 subscribers will pay the normal *guidebook* charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the N11 subscriber's designated premises. (T)
4. Applicable service order charges as specified in Section A4. will apply, in addition to the following rates. (T)
5. A charge will apply to changes to the billing arrangement at the subscriber's request. Such changes are change in rate to the end user for an N11 Service Call, change of subscriber name or telephone number provided on the end user bill.

**B.** Charges applicable to the N11 Service Subscriber:

<ol style="list-style-type: none"> <li>1. Establishment of N11 Service, per N11 Service number, per Local Calling Area                     <table border="0" style="margin-left: 40px;"> <tr> <td style="vertical-align: top;"> <ol style="list-style-type: none"> <li>(a) Tier 1</li> <li>(b) Tier 2</li> <li>(c) Tier 3</li> <li>(d) Tier 4</li> </ol> </td> <td style="vertical-align: top; padding-left: 20px;"> <table border="0"> <tr> <td style="text-align: right;"><b>Nonrecurring</b></td> <td style="text-align: left;"><b>USOC</b></td> </tr> <tr> <td style="text-align: right;"><b>Charge</b></td> <td></td> </tr> <tr> <td style="text-align: right;"><b>\$30,000.00</b></td> <td style="text-align: left;"><b>NA</b></td> </tr> <tr> <td style="text-align: right;"><b>10,200.00</b></td> <td style="text-align: left;"><b>NA</b></td> </tr> <tr> <td style="text-align: right;"><b>5,000.00</b></td> <td style="text-align: left;"><b>NA</b></td> </tr> <tr> <td style="text-align: right;"><b>2,650.00</b></td> <td style="text-align: left;"><b>NA</b></td> </tr> </table> </td> </tr> </table> </li> <li>2. Billing Arrangement Change by Subscriber                     <table border="0" style="margin-left: 40px;"> <tr> <td style="vertical-align: top;"> <ol style="list-style-type: none"> <li>(a) Per N11 Service Number, per Local Calling Area</li> </ol> </td> <td style="vertical-align: top; padding-left: 20px;"> <table border="0"> <tr> <td style="text-align: right;"><b>675.00</b></td> <td style="text-align: left;"><b>N11NS</b></td> </tr> </table> </td> </tr> </table> </li> <li>3. Change of Point-to Number by Subscriber, Per Local Calling Area                     <table border="0" style="margin-left: 40px;"> <tr> <td style="vertical-align: top;"> <ol style="list-style-type: none"> <li>(a) Tier 1</li> <li>(b) Tier 2</li> <li>(c) Tier 3</li> <li>(d) Tier 4</li> </ol> </td> <td style="vertical-align: top; padding-left: 20px;"> <table border="0"> <tr> <td style="text-align: right;"><b>4,500.00</b></td> <td style="text-align: left;"><b>N11AP</b></td> </tr> <tr> <td style="text-align: right;"><b>130.00</b></td> <td style="text-align: left;"><b>N11NP</b></td> </tr> <tr> <td style="text-align: right;"><b>64.00</b></td> <td style="text-align: left;"><b>N11NQ</b></td> </tr> <tr> <td style="text-align: right;"><b>32.00</b></td> <td style="text-align: left;"><b>N11NR</b></td> </tr> </table> </td> </tr> </table> </li> <li>4. Usage Charges                     <table border="0" style="margin-left: 40px;"> <tr> <td style="vertical-align: top;"> <ol style="list-style-type: none"> <li>(a) Initial Minute</li> <li>(b) Additional Minutes, Each</li> </ol> </td> <td style="vertical-align: top; padding-left: 20px;"> <table border="0"> <tr> <td style="text-align: right;"><b>Rate</b></td> <td style="text-align: left;"><b>USOC</b></td> </tr> <tr> <td style="text-align: right;"><b>\$.03</b></td> <td style="text-align: left;"><b>NA</b></td> </tr> <tr> <td style="text-align: right;"><b>.02</b></td> <td style="text-align: left;"><b>NA</b></td> </tr> </table> </td> </tr> </table> </li> </ol>	<ol style="list-style-type: none"> <li>(a) Tier 1</li> <li>(b) Tier 2</li> <li>(c) Tier 3</li> <li>(d) Tier 4</li> </ol>	<table border="0"> <tr> <td style="text-align: right;"><b>Nonrecurring</b></td> <td style="text-align: left;"><b>USOC</b></td> </tr> <tr> <td style="text-align: right;"><b>Charge</b></td> <td></td> </tr> <tr> <td style="text-align: right;"><b>\$30,000.00</b></td> <td style="text-align: left;"><b>NA</b></td> </tr> <tr> <td style="text-align: right;"><b>10,200.00</b></td> <td style="text-align: left;"><b>NA</b></td> </tr> <tr> <td style="text-align: right;"><b>5,000.00</b></td> <td style="text-align: left;"><b>NA</b></td> </tr> <tr> <td style="text-align: right;"><b>2,650.00</b></td> <td style="text-align: left;"><b>NA</b></td> </tr> </table>	<b>Nonrecurring</b>	<b>USOC</b>	<b>Charge</b>		<b>\$30,000.00</b>	<b>NA</b>	<b>10,200.00</b>	<b>NA</b>	<b>5,000.00</b>	<b>NA</b>	<b>2,650.00</b>	<b>NA</b>	<ol style="list-style-type: none"> <li>(a) Per N11 Service Number, per Local Calling Area</li> </ol>	<table border="0"> <tr> <td style="text-align: right;"><b>675.00</b></td> <td style="text-align: left;"><b>N11NS</b></td> </tr> </table>	<b>675.00</b>	<b>N11NS</b>	<ol style="list-style-type: none"> <li>(a) Tier 1</li> <li>(b) Tier 2</li> <li>(c) Tier 3</li> <li>(d) Tier 4</li> </ol>	<table border="0"> <tr> <td style="text-align: right;"><b>4,500.00</b></td> <td style="text-align: left;"><b>N11AP</b></td> </tr> <tr> <td style="text-align: right;"><b>130.00</b></td> <td style="text-align: left;"><b>N11NP</b></td> </tr> <tr> <td style="text-align: right;"><b>64.00</b></td> <td style="text-align: left;"><b>N11NQ</b></td> </tr> <tr> <td style="text-align: right;"><b>32.00</b></td> <td style="text-align: left;"><b>N11NR</b></td> </tr> </table>	<b>4,500.00</b>	<b>N11AP</b>	<b>130.00</b>	<b>N11NP</b>	<b>64.00</b>	<b>N11NQ</b>	<b>32.00</b>	<b>N11NR</b>	<ol style="list-style-type: none"> <li>(a) Initial Minute</li> <li>(b) Additional Minutes, Each</li> </ol>	<table border="0"> <tr> <td style="text-align: right;"><b>Rate</b></td> <td style="text-align: left;"><b>USOC</b></td> </tr> <tr> <td style="text-align: right;"><b>\$.03</b></td> <td style="text-align: left;"><b>NA</b></td> </tr> <tr> <td style="text-align: right;"><b>.02</b></td> <td style="text-align: left;"><b>NA</b></td> </tr> </table>	<b>Rate</b>	<b>USOC</b>	<b>\$.03</b>	<b>NA</b>	<b>.02</b>	<b>NA</b>
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